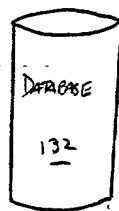
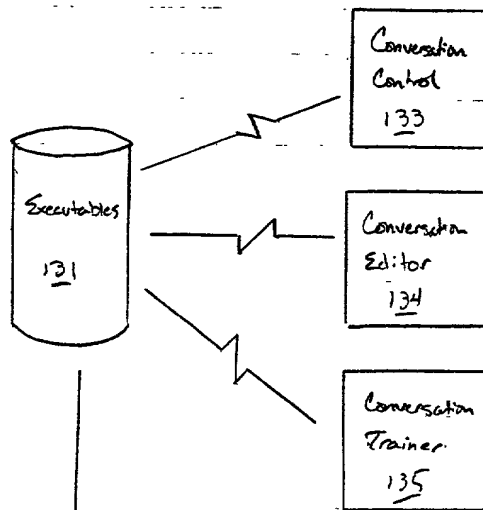


FIG. 1A

10094551.030502

130



135

Approach A 136			
Script AA 137		Script BA 138	
Script Items AAA 141	Script Items BAA 142	Script Items BBA 141	Pause/Resume BBA 151
		Pause/Resume BBA 152	Pause/Resume BBA 153
		Pause/Resume BBA 154	Pause/Resume BBA 155
		Pause/Resume BBA 156	Pause/Resume BBA 157
		Pause/Resume BBA 158	

FIG 18

110

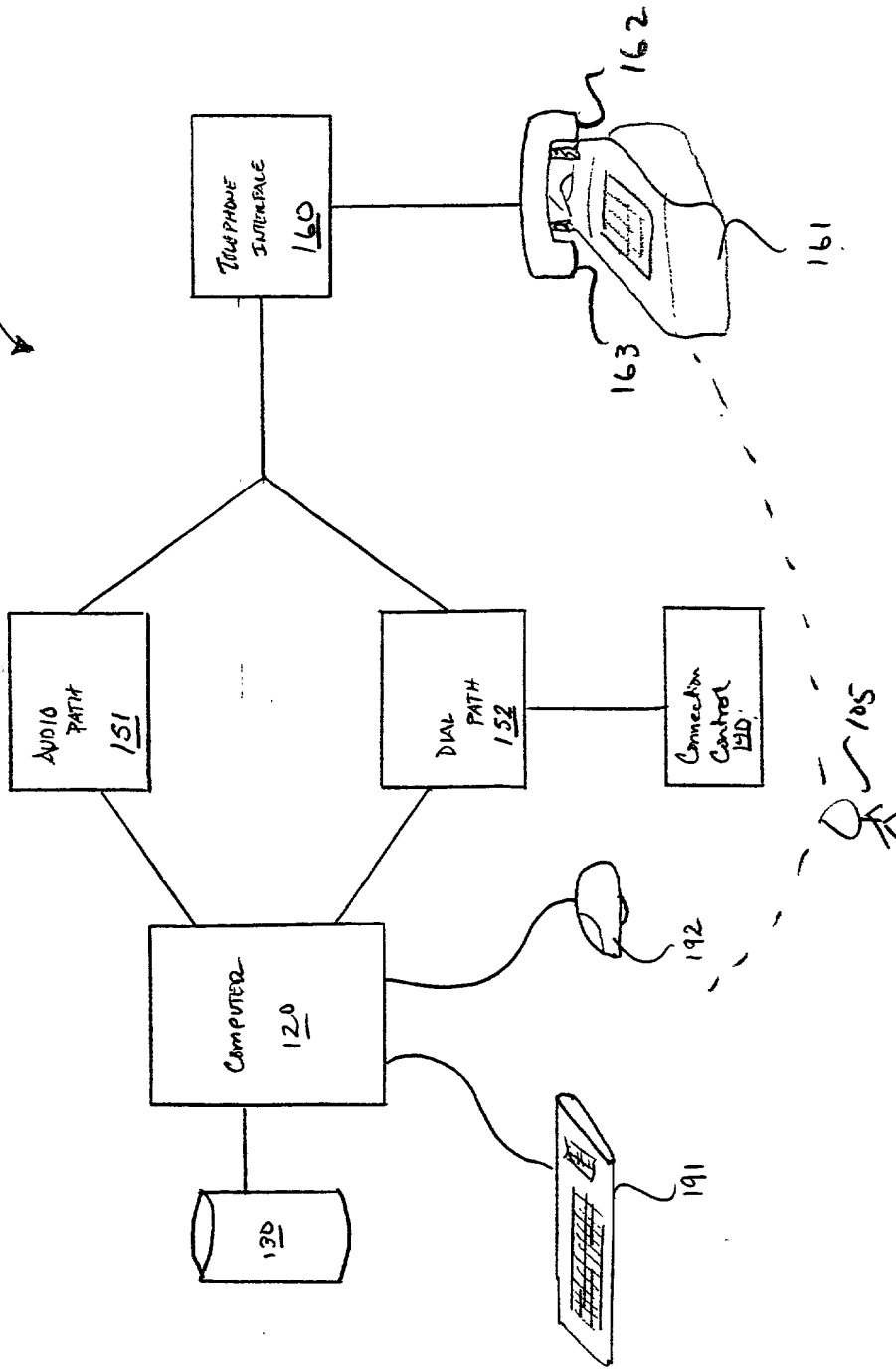


FIG. 2A

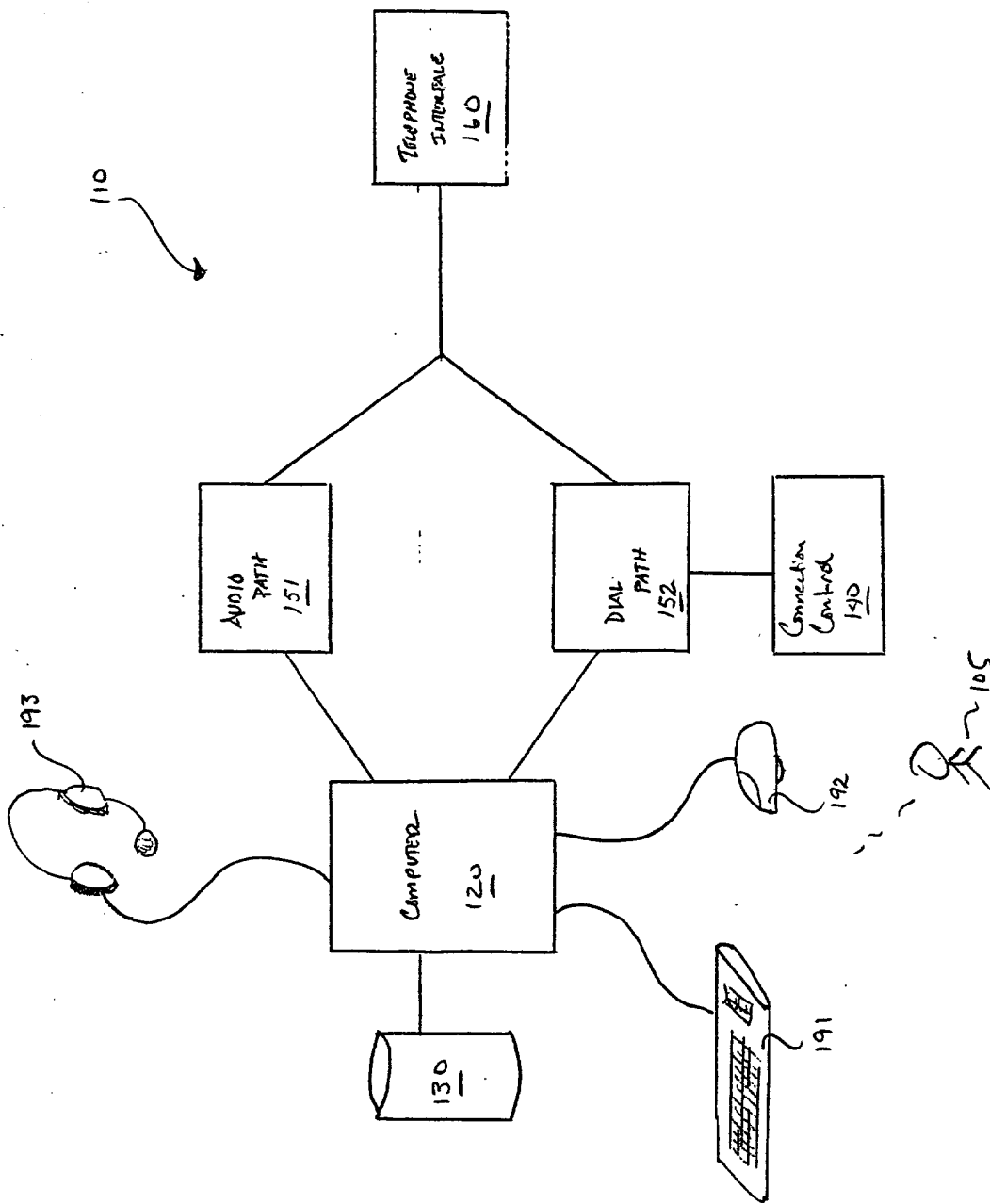


FIG. 2B

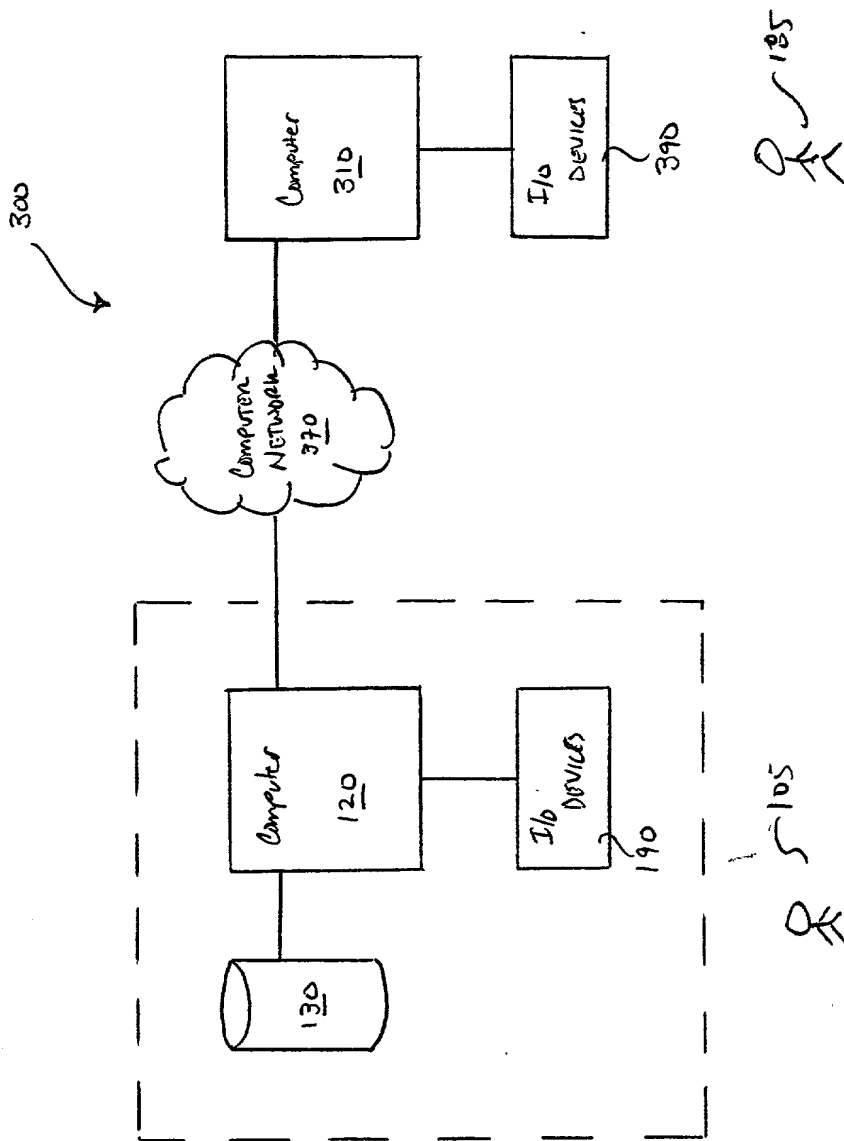


FIG. 3

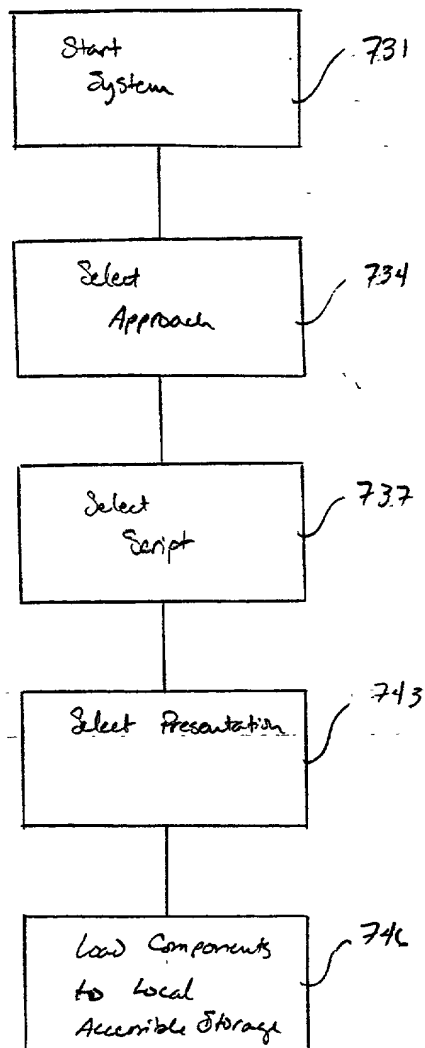


FIG 4A

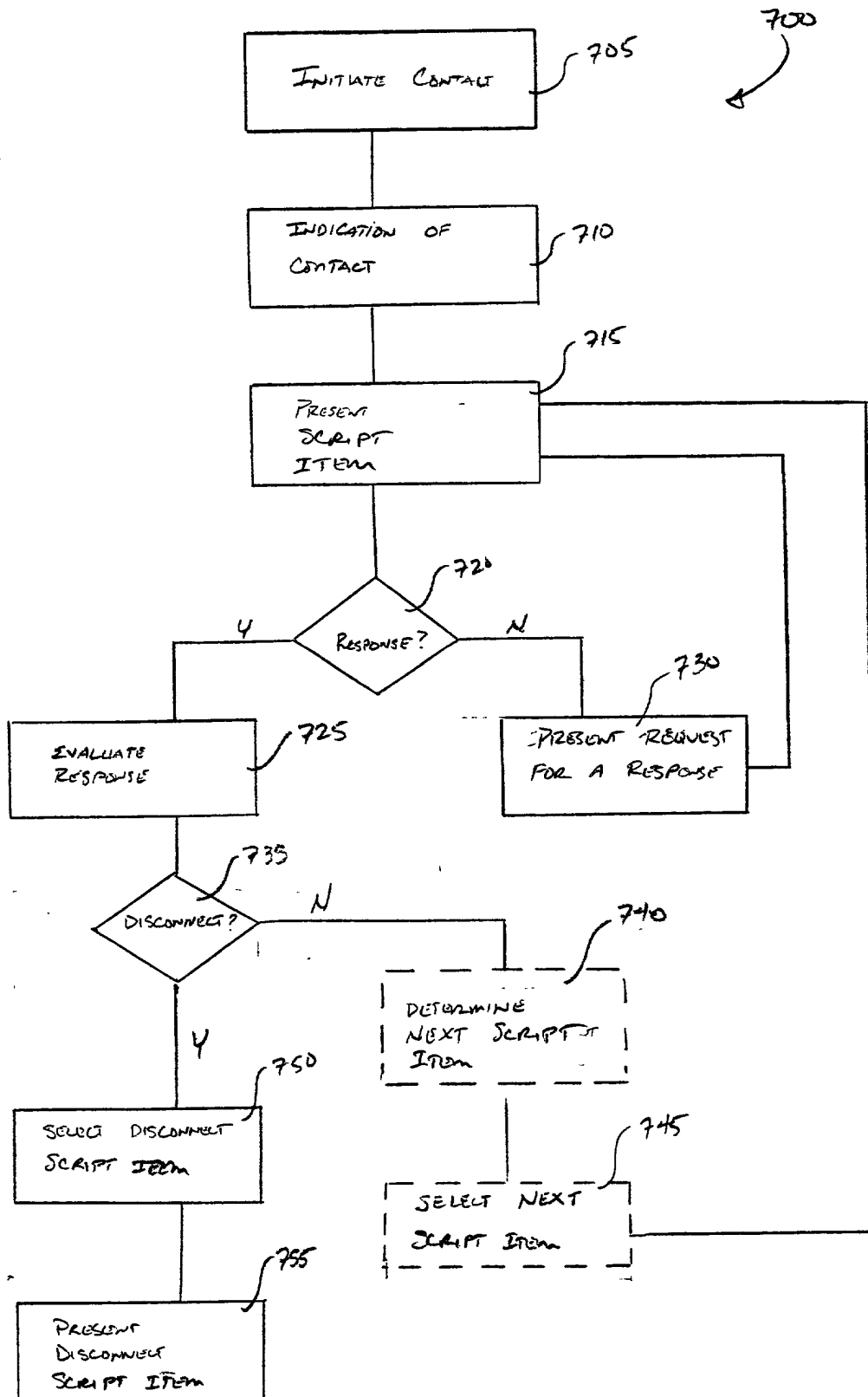


FIG. 4B

20090403.00000

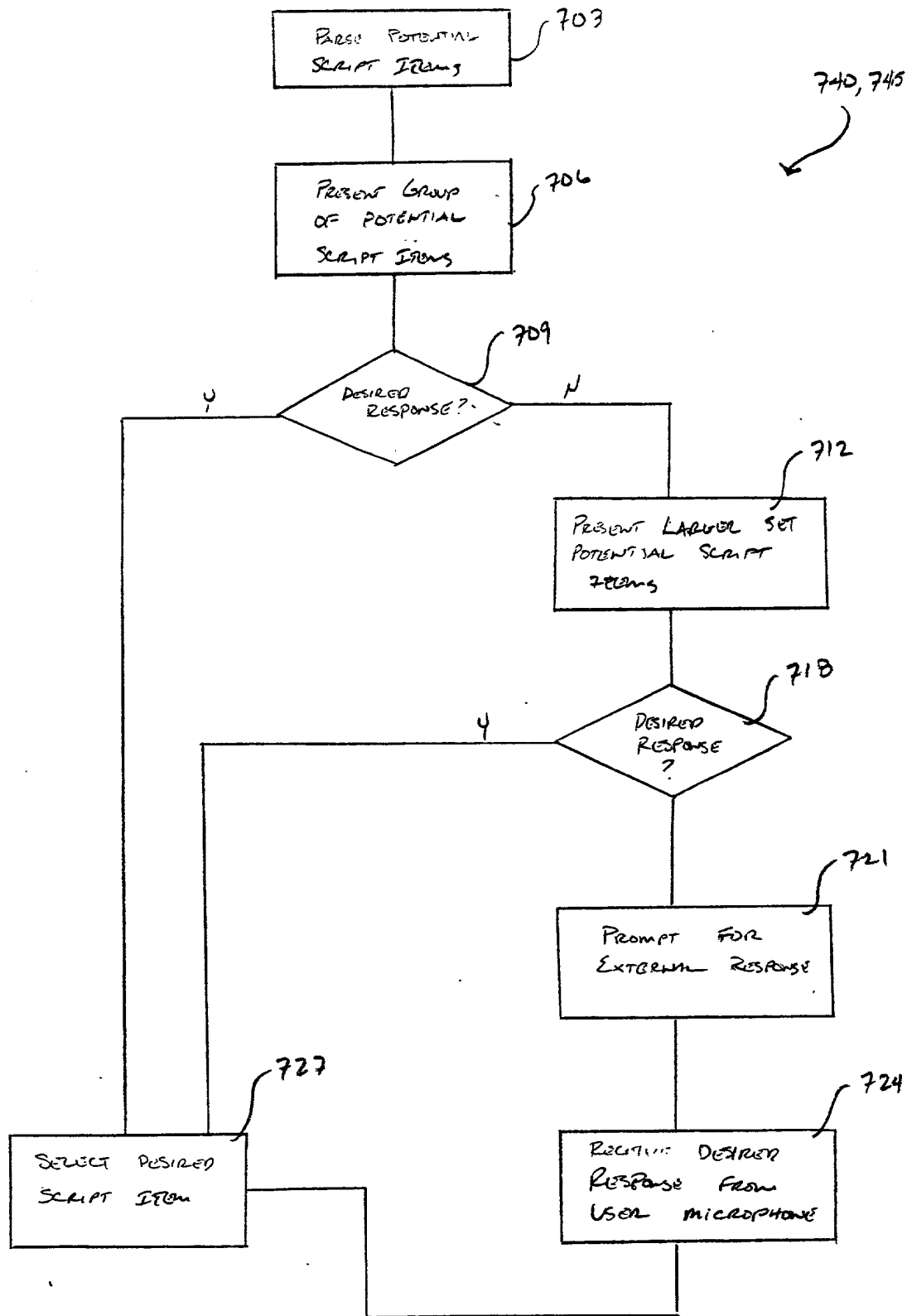


FIG 4C

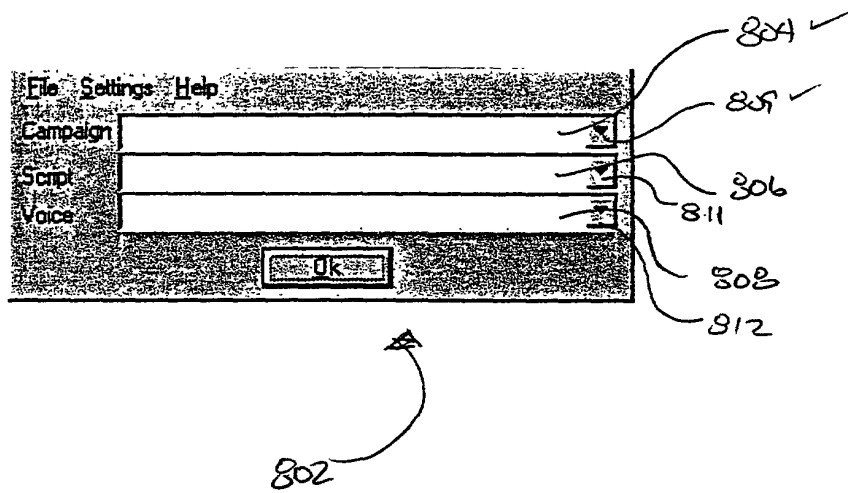


FIG. 5

2000

File	Script	Help	When customer answers, Press 1 to start script
1	Introduction Statement	2005	6
2		2006	7
3		2007	8
4		2008	9
5		2009	10

Navigation	Agreement	Other	Short
Back a Screen	Y Yes	P Person Number	I Agent Name
Q Restart Script	N No	Computer/Recording?	W What Survey?
	L Laugh	S Sorry	
	C Company Name	B Busy	
	R Repeat that?		
	G Great		
	U Uh Huh		
	O OK		
	= Exactly		
	! In doing line		

End	Long
Goodbye	
T How Much Time?	
A Call Another Time	

End	Long
2010	
2011	
2012	
REPLAY SOUND 2013	
STOP SOUND 2014	

2010

File

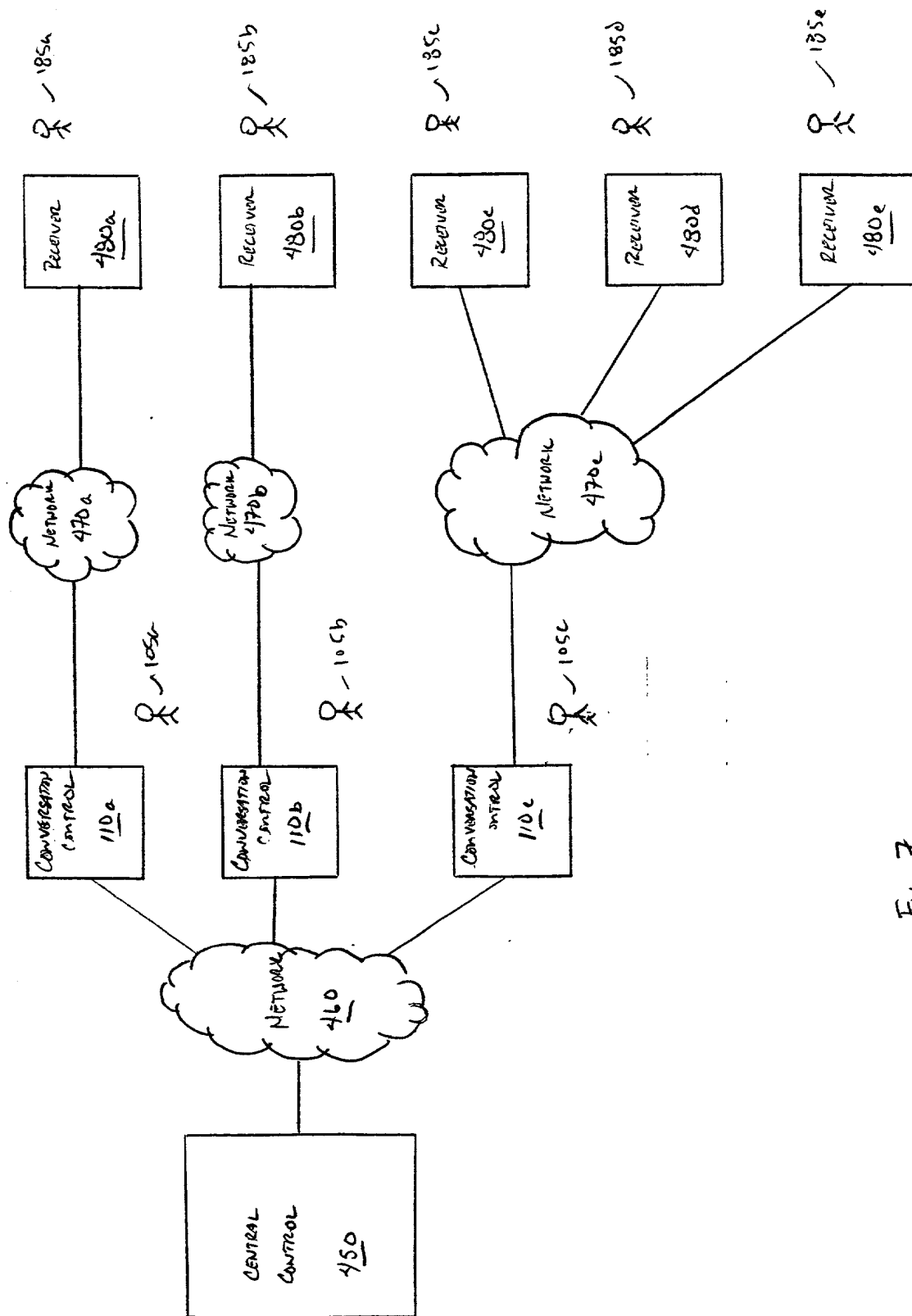


Fig. 7

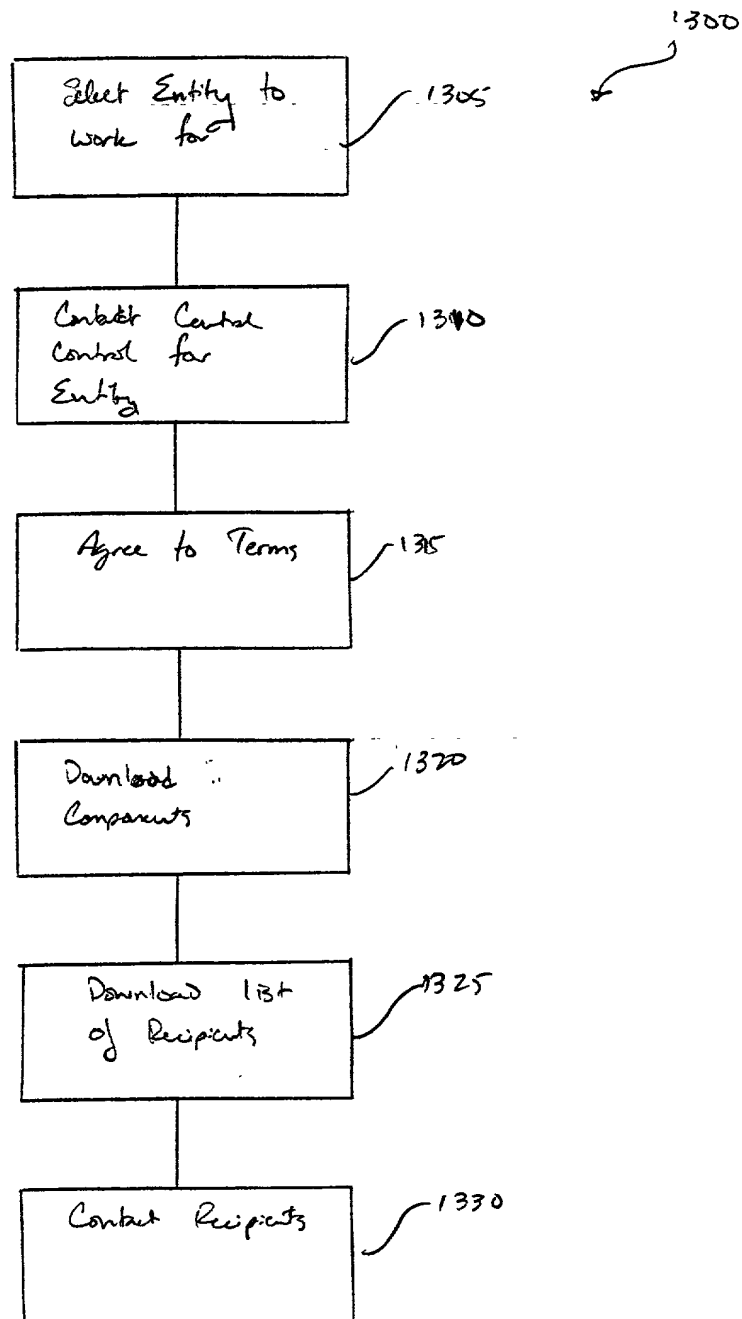


FIG. 8

2050350-15315004
500

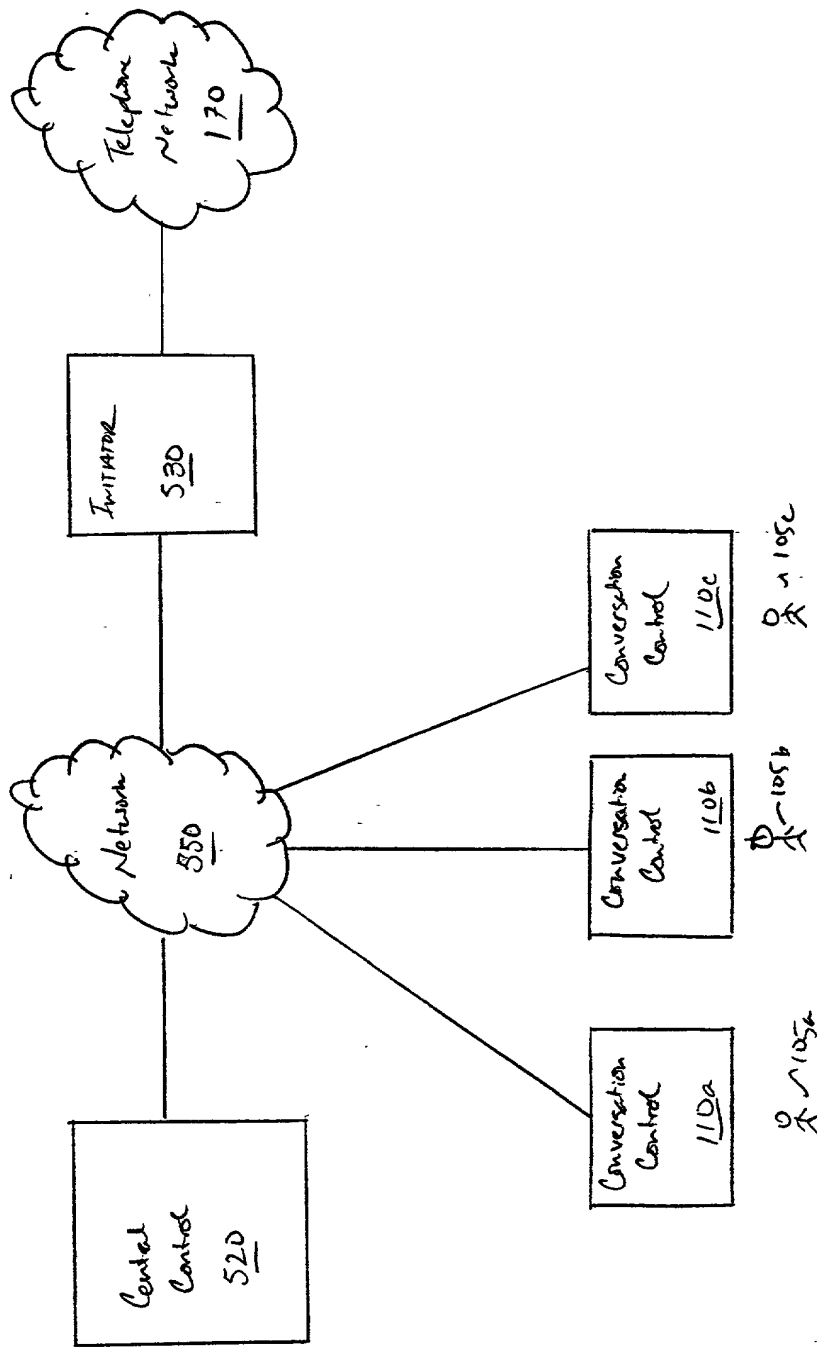


FIG. 9

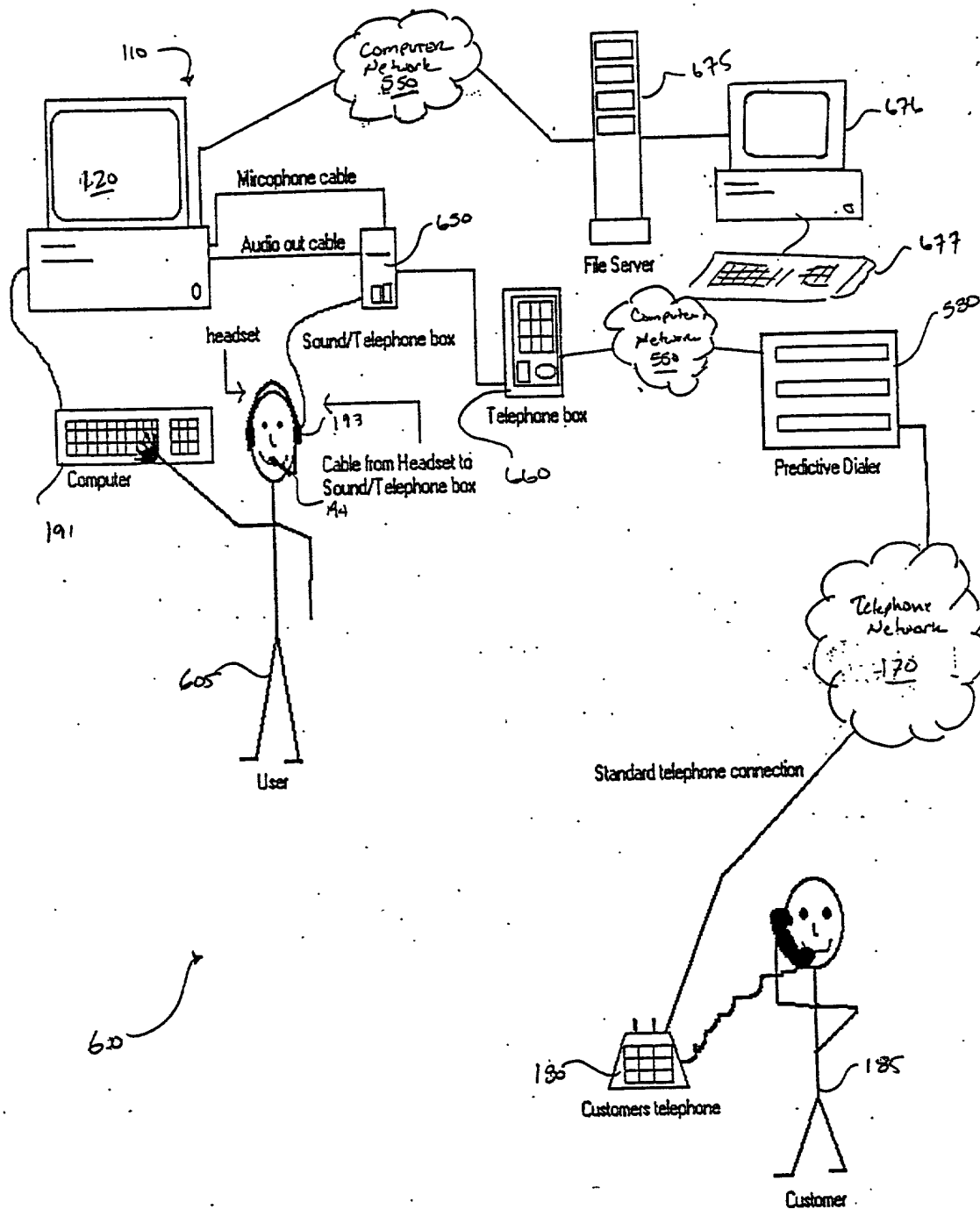


FIG. 10A

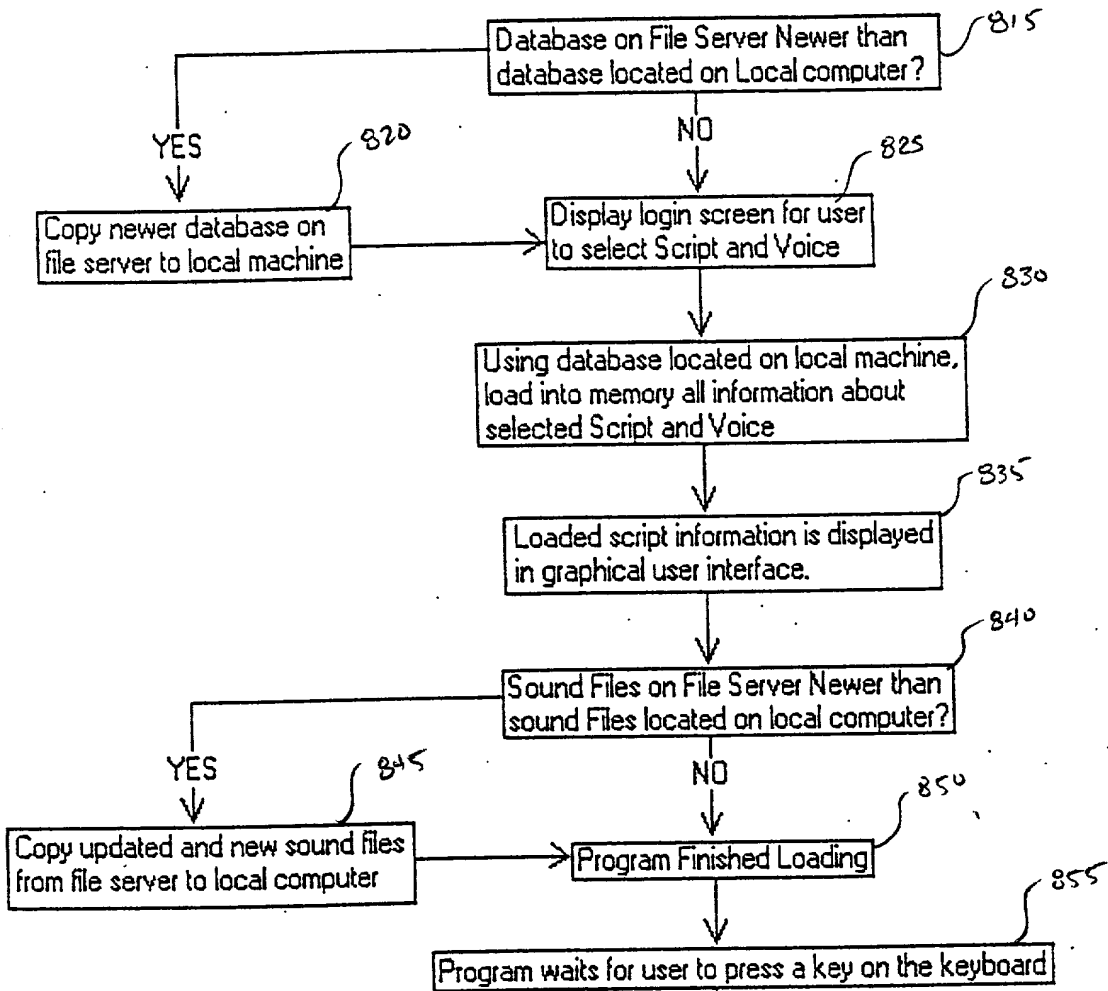


FIG 11